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Standard Operating Procedure

1. Position Description

Administrative Assistant

REPORTS TO: FIRE CHIEF

WORK SCHEDULE: 7:30 A.M. - 4:00 P.M. (MONDAY –FRIDAY)

STATUS: FULL –TIME

FLSA STATUS: NON-EXEMPT


DATE REVISED: March 24, 2016

PURPOSE OF POSITION:

The Senior Administrative and Finance Assistant is responsible for providing administrative and secretarial support to senior administrative staff including, but not limited to greeting visitors and answering the telephone; receiving and distributing mail and correspondence; gathering data and compiling various reports for management; conducting projects and assignments; photocopying materials; maintaining files; ordering supplies; and issuing correspondence. The position of Administrative Assistant requires by nature of the position, involvement with high-level contacts and exposure to sensitive information necessitating considerable use of tact, diplomacy, discretion and judgment.

PRINCIPAL PURPOSE OF JOB:

- Coordinates, maintains and records all Department accounts payable and accounts receivable efforts which include billing for: EMS, Haz-Mat, Fires, False Alarms, report fees, delinquent fees and collections. This position also is responsible for organizing all Department purchase orders for final review and approval by the Fire Chief.
- Performs a wide variety of clerical and administrative duties including taking, referring, and handling incoming messages.
- Maintaining manual and computer files.
- Preparing and/or typing reports, records, and correspondence.
- Assisting with EMS quality assurance

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- Other projects and duties as assigned by the Administrative Staff.


LEVEL OF AUTHORITY:

- Performs routine duties with moderate supervision following established procedures and deadlines.
- Has defined latitude to make decisions in non-routine situations requiring judgment.
- Responsibility for judgment, thoroughness, and competence is most important due to potential disruption of department operations, monetary loss, or adverse public relations.

WORK ENVIRONMENT: Work is performed in a fast-paced office setting with frequent interruptions and with the need to deal with great diversity of people coupled with occasional need to pick up or deliver items in the community and to other city departments.

ESSENTIAL JOB FUNCTIONS:

1. Directs the Departments billing process as it relates to:
 - Assisting with EMS billing.
 - Hazardous Materials
 - False Alarm Code Violations fees
 - Fires
 - Assisting with EMS quality assurance.
 - Directs the management, completion and submission of purchase orders to the Fire Chief for final approval.
 - Occasionally assist with time sheets, training and travel authorizations and vouchers for all department staff
 - Assist in maintaining office inventory; order office supplies and citations/corrections forms; monitor postage meter.
 - Must continue his/her knowledge, skills and abilities through continuing education. (National Fire Academy, College and State Level courses).
2. Reconciles financial records with established balances and coding invoices for payment.
3. Act as confidential Administrative Assistant to the Fire Chief, Deputy Chief of Operations, and/or Deputy Chief of Administration. This may include review and distribution of incoming mail; type correspondence and reports; and maintain filing systems. Screen and refer calls and arrange appointments, as directed.

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4. As directed, monitor budgetary items and assist with preparation of department budget.
5. Occasionally, collect and report and transmit various moneys, following strict auditing standards.
6. Maintain office and management files, both physical and electronic, as directed.
7. Maintain excellent public relations through communications with public and other departments and agencies. Respond courteously to inquiries, provide information within scope of responsibility, and refer calls as appropriate to other parties.
8. Initiate and complete regularly recurring reports and standard form letters. Maintain cumulative records and make periodic audits as necessary.
9. Review incoming mail and refer to the appropriate person.
10. Must possess a valid Indiana Driver's License.


ADDITIONAL JOB FUNCTIONS

1. Must obtain & maintain specific up-to-date training and knowledge of medical insurance billing industry (both private and government) standards and regulations.
2. Must have current training and knowledge of Health Insurance Portability and Accountability Act (HIPAA) to serve as the Departments compliance manager.
3. Complies and presents performance survey data collected from citizens.
4. May perform portions of the work of other classified positions occasionally, as assigned.

QUALIFICATIONS

Technical

1. Must be able to do complex accounting and mathematical computations with a high degree of accuracy, for example to balance a ledger, and transmit funds.
2. Must be able to operate a personal computer and learn quickly to use the software

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programs of the department.


3. Must have a sound knowledge and ability in business correspondence, and an ability to proofread the grammar, spelling, and punctuation of self and others with high degree of accuracy.
4. Must have broad knowledge of general office skills and equipment as evidenced by a combination of course work and experience as a confidential secretary in a comparable fast-paced environment with many interruptions.
5. Must be able to quickly acquire knowledge of departmental program structure (mission, goals, and objectives), department policies and procedures, regulations, and applicable City procedures and practices.
6. Must type 60 wpm with accuracy in a setting with many interruptions, and transcribe from verbal instructions.
7. Must have a minimum two year accredited college degree or equivalent work experience as indication of basic math and grammar knowledge, and a relatively well rounded exposure to general education.
8. Must have valid Indiana driver's license.

Physical Capabilities

1. Ability to sit at work station for extended period, frequently using a computer with standard video display screen and keyboard.
2. Ability to stand, walk and drive as needed throughout day.
3. Ability to occasionally lift, carry and put away parcels weighing up to 20 pounds.

Other Capabilities

1. Ability to handle multiple interruptions and adjustments to priorities throughout day.
2. Ability to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
3. Excellent memory and organizational ability, in order to set priorities, organize workload, handle multiple responsibilities, and meet deadlines.

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4. Ability to perform supportive clerical work for a variety of people, while organizing priorities and meeting deadlines.

5. Ability to maintain a strict confidentiality.

Use of Tools and Equipment

Standard office equipment including:

- Personal computer
- Multi-line phone system
- Various office machines: printer, copier, scanner & fax machine.

OTHER

1. The statements contained in this job description reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.
2. The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.